Prince Edward Island
CANADA

Public Service Commission

Annual Report 2000/2001

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Prince Edward Island
Public Service Commission

Annual Report

For the fiscal year
April 1, 2000 to March 31, 2001

Message of the Minister

28 September 2001

The Honourable J. Léonce Bernard
Lieutenant Governor of Prince Edward Island
PO Box 846
Charlottetown, PE C1A 7L9

Dear Sir:

In accordance with Section 4 of the *Civil Service Act*, I have the honour to submit the report of the Prince Edward Island Public Service Commission for the year ending March 31, 2001.

Respectfully submitted,

Patricia J. Mella
Minister Responsible for the
PEI Public Service Commission

Message of the Chair

28 September 2001

The Honourable Patricia J. Mella
Minister Responsible for the
PEI Public Service Commission
PO Box 2000
Charlottetown, PE C1A 7N8

Dear Madam:

I have the honour to present to you the Annual Report of the Prince Edward Island Public Service Commission for the year ending March 31, 2001.

The report offers detailed information about the programs and activity undertaken by the board and its staff during the past year.

Respectfully submitted,

Basil Haire
Chair, PEI Public Service Commission

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Message of the Chief Executive Officer

Mr. Basil Haire, Chair
PEI Public Service Commission
PO Box 2000
Charlottetown, PE C1A 7N8

Dear Mr. Haire:

I am pleased to present the 2000-2001 Annual Report of the activities of the PEI Public Service Commission.

Increased focus on human resources, through the establishment of a Senior Management Sub-Committee on Human Resources, was a major highlight during the past year. The development of a Corporate HR Plan, in collaboration with the HR Managers Forum, will provide a direction which will serve both employees and employers well into the future.

Providing leadership and training opportunities continues to be a priority for us. Activity at the Learning Centre has increased significantly. The commission adopted an Education Policy for staff of the Public Service Commission which has been well received.

Requests for all services to the health regions as well as to the departments of government continue to be significant. We are challenged in meeting these needs in a timely fashion, with limited resources.

As an organization we continue to use new technology to improve service delivery. Job postings are now online and we have developed and are implementing an Information Technology Plan.

This year saw significant activity in collective bargaining with six master agreements being negotiated.

We look forward to continuing, in collaboration with all partners, with the initiatives already begun as well as introducing new and innovative approaches to quality service delivery.

Respectfully submitted,

M. Elaine Noonan
Chief Executive Officer

Message de la directrice générale

Monsieur Basil Haire
Président
Commission de la fonction publique de l'Î.-P.-É.
C.P. 2000
Charlottetown, PE C1A 7N8

Monsieur,

J'ai le plaisir de présenter le rapport annuel de la Commission de la fonction publique de l'Î.-P.-É. pour l'année 2000-2001.

Cette année, nous avons accordé une plus grande attention aux ressources humaines grâce à la création d'un sous-comité de la haute direction sur les ressources humaines. L'élaboration d'un plan général des ressources humaines, en collaboration avec le forum des gestionnaires des ressources humaines, devrait fournir une orientation qui sera utile aux employeurs et aux employés à l'avenir.

Nous continuons à veiller tout spécialement à offrir des occasions de leadership et de formation. L'activité du Centre de formation s'est accrue considérablement. La Commission a adopté une politique de l'éducation pour son personnel. La politique a reçu un accueil positif.

Les demandes adressées aux régions de santé et aux ministères gouvernementaux visant tous les services continuent d'être considérables. Nous avons de la difficulté à répondre à ces besoins dans des délais rapides au moyen de ressources limitées.

À titre d'organisation, nous continuons à mettre à contribution la nouvelle technologie afin d'améliorer les services offerts. Les offres d'emploi sont maintenant affichées en ligne et nous avons élaboré et mis en oeuvre un plan de technologie de l'information.

L'année a été marquée par une activité importante au chapitre de la négociation collective comme en témoignent les six ententes cadres qui ont été conclues.

Nous sommes enthousiasmes à la perspective de poursuivre les initiatives déjà entreprises, en collaboration avec tous nos partenaires, et de mettre en place des approches nouvelles et novatrices afin d'améliorer la qualité de nos services.

La directrice générale,

M. Elaine Noonan

The PEI Public Service Commission Board Members

Basil Haire, Chair

Mr. Haire is currently a private consultant whose work includes sessional lecturer at UPEI, instructor, facilitator and advisor on organizational review issues. He has a lengthy career in the educational sector as teacher, guidance counsellor and administrator and most recently has also worked in administration in the health sector.

Maureen Doyle

Ms. Doyle has 15 years experience in the administrative field. She was employed with Dalhousie University, Portland Estates Ltd. and departments of Transportation and Communication and Lands and Forestry in Nova Scotia.

Ms. Doyle presently lives in Earnscliffe.

Blair James

Mr. James works with the Housing Authority, Queen's Region Health Authority. He has been employed in the housing field for the past 31 years.

From 1977 until 1980, Mr. James was President of the Union of Public Sector Employees; and for three years, he served as Vice President of the National Union of Provincial Government Employees.

Executive Summary

The Prince Edward Island Public Service Commission is composed of four divisions – Workforce Renewal, Staffing Services, Policy and Planning and Employee Relations. The commission provides human resource services to government departments, the five regional health authorities, and to a limited degree, to the school boards. The commission is focused on developing partnerships with government departments, health regions, unions and other stakeholders in the development of strategic human resource initiatives.

The commission provides services in the areas of classification, recruitment and selection, organizational design and development, human resources planning, payroll and benefit administration, learning and development, policy development, occupational health and safety, labour relations, employee assistance program and workforce diversity.

The Policy and Planning Division was involved in a number of initiatives in support of the strategic plan. A Deputy Ministers Sub-Committee on Human Resources was established and it has been instrumental in increasing the focus on human resources.

The division worked with the HR Managers Committee to provide training and development in the area of HR Planning. This training was viewed as a major success by human resource professionals and other leaders in the public and private sector who attended.

The division was also active in the area of diversity and employment equity. During the year, nine temporary appointments and four permanent appointments were made to applicants from designated employment equity groups.

The commission partnered with Heritage Canada, the Federal Public Service Commission and the Provincial Diversity Committee on the "Bringing Down the Barriers Project" which researched diversity and sought input from local community groups representing designated groups. As a result of this work, a diversity policy is being drafted.

The Management Trainee Program, aimed at the development of future leaders for the public service, provided development opportunities and placements throughout government for the three management trainees.

The Staffing Services Division experienced a challenging and exciting year with significant increases in staffing activity due to the casual conversion and health recruitment initiatives. The Casual Conversion Project, which began in March 1999, was completed in March 2001. During this project, 481 positions were advertised and staffed through a competitive process, 306 positions were advertised internally and 175 were advertised externally.

As a result of the Nurse Recruitment and Retention Strategy, the Department of Health and Social Services made funds available for the Public Service Commission to hire a Nurse Recruiter on a project. The project was extremely successful and the role was expanded to one of Health Recruiter to allow for more effective use of resources.

In an effort to enhance the access to employment opportunities, the commission made job postings available online at ***www.gov.pe.ca/jobs***.

During the year the Employee Relations Division was active in a number of areas. The Systems and Administration Section developed an Information Technology Plan for the PSC to identify technology initiatives and priorities. This will assist in identifying and responding to service improvements through the use of technology.

In August 2000, a Computer Purchase Plan was offered to employees. The plan allowed employees to borrow from the employer at a set rate of interest and repay the loan through payroll deductions. Over 200 employees participated in the program

In September 2000, the *Civil Service Superannuation Act* was amended to provide eligible members, those with a minimum of 30 years of pensionable service and minimum age of 55, the opportunity to retire without penalty.

Collective bargaining was active with six master agreements in health, education and government sectors up for re-negotiation during the year. As of March 31, 2001, a settlement was reached on one of these master agreements.

Activity in the classification area continued to be quite high and the number of employees' appeals continued to be significant.

The Workforce Renewal Division was also very active during the year. Employee Assistance Program services were accessed by 999 employees and family members. The most frequent issues were marital/partner, job conflict, anxiety and family/adolescent problems. Approximately 3,000 employees in the health, education and civil service sectors accessed stress management seminars.

The French Language Training Centre continued to use a Federal/Provincial partnership to provide French language training to employees of both governments. Over 1,200 hours of instruction was provided to 250 employees. Basic reception skills in French were also provided to 250 employees through 25 daytime sessions. A successful professional development day for bilingual employees was organized in partnership with Acadian and Francophone Affairs.

The Learning Centre developed and launched a leadership program entitled Pathways to Leadership in June 2000 to provide development opportunities for our employees. The centre organized a leadership conference, *Linking People to Purpose* with Robin Sharma as keynote speaker, and partnered with other organizations to provide learning opportunities such as special speakers and Quality and Pride. The Learning Centre also extended development and training relationships with the Senior Management Team, Access PEI, West Prince Health and Workers Compensation Board.

Approximately 1,000 employees received occupational health and safety training in a variety of specialized areas. The Occupational Health and Safety Section conducted 80 workplace inspections involving 680 employees on highway work crews. Investigation and followup was also conducted on 129 work-related incidents and time-loss accidents. Audiometric screening and followup was implemented with 269 employees.

The Health Canada Corporate Health Model was chosen as the tool to pilot a workplace wellness initiative. Six departments agreed to participate in the model and a committee of HR managers was established to provide direction to the project. The division also participated in a consultative and cost-sharing role for similar projects with the Eastern School Board and Southern Kings Health.

The Premier's Long-term Service Awards Ceremony was held on June 9, 2000. There were 59 employees recognized for 25 years of continuous service and 26 employees recognized for 30 years of continuous service.

The Employee Innovation Awards Program received 24 new suggestions from employees with ideas on how to improve service, improve workplace safety and wellness, or to reduce cost. There were seven suggestions still under consideration from 1998-1999 and nine suggestions from 1999-2000. Out of the 24 new suggestions in 2000-2001, there were seven suggestions rejected and three implemented. The implemented suggestions included two non-cash awards and one cash award. The remainder of the suggestions are currently being investigated to determine if they can be implemented.

These highlights help to reflect not only the level and variety of activity during the year but also the PEI Public Service Commission's success in fulfilling the goals identified in the strategic plan.

Premier's Long-term Service Award Recipients

Résumé

La Commission de la fonction publique de l'Île--du-Prince--Édouard se compose de quatre divisions : Renouvellement de la main-d'oeuvre, Dotation en personnel, Politique et planification et Relations de travail. La Commission offre des services en ressources humaines aux ministères gouvernementaux, aux cinq administrations régionales des services de santé et, dans une mesure limitée, aux conseils scolaires. La Commission s'applique à établir des partenariats avec les ministères gouvernementaux, les régions de santé, les syndicats et d'autres intervenants afin de créer des initiatives stratégiques de ressources humaines.

La Commission offre des services dans les domaines suivants : classification, recrutement et sélection, conception et développement organisationnels, planification des ressources humaines, administration de la paye et des avantages sociaux, formation et perfectionnement, élaboration de politiques, santé et sécurité au travail, relations de travail, programme d 'aide aux employés et diversité de la main-d'oeuvre.

La Division de la politique et de la planification a déployé de nombreux efforts afin d'appuyer le plan stratégique. Un sous-comité des sous-ministres sur les ressources humaines a été créé et a joué un rôle déterminant afin d'accroître l 'attention accordée aux ressources humaines.

La Division a travaillé en collaboration avec le comité des gestionnaires des ressources humaines afin d'offrir des activités de formation et de perfectionnement en planification des ressources humaines. Cette formation a remporté un énorme succès auprès des professionnels des ressources humaines et des dirigeants des secteurs public et privé qui l'ont suivie.

La Division a également été active au chapitre de la diversité et de l'équité en matière d'emploi. Au cours de l'année, elle a procédé à neuf nominations temporaires et quatre nominations permanentes de candidats appartenant à des groupes visés par l'équité en matière d'emploi.

La Commission a travaillé au projet « Bringing Down the Barriers » en collaboration avec Patrimoine canadien, la Commission de la fonction publique du Canada et le comité provincial sur la diversité. Dans le cadre du projet, des recherches ont été effectuées sur la diversité et on a recueilli les commentaires et idées des groupes communautaires locaux représentant des groupes désignés. Ce travail a donné lieu à l'élaboration d'une politique sur la diversité.

Trois stagiaires en gestion ont bénéficié de possibilités de perfectionnement et de placements dans l'ensemble des bureaux du gouvernement dans le cadre du Programme de stagiaires en gestion visant à former les futurs leaders de la fonction publique.

À la Division de la dotation en personnel, l'année a été stimulante et excitante et a été marquée par une hausse importante de l'activité de dotation en raison des initiatives de conversion des postes occasionnels et de recrutement en santé. Le projet de conversion des postes occasionnels, d ébuté en mars 1999, a pris fin en mars 2001. Un total de 481 postes ont été annoncés et comblés au moyen de concours. Sur ce nombre, 306 postes ont été annoncés à l'interne et 175 à l'externe.

Le ministère de Santé des Services sociaux a mis des fonds à la disposition de la Commission de la fonction publique pour l'embauche d'un agent de recrutement d'infirmières dans le cadre de la stratégie de recrutement et de maintien en poste des infirmières et infirmiers.

Le projet a remporté un grand succès et le poste a été transformé en agent de recrutement de professionnels de la santé pour permettre une utilisation plus efficace des ressources.

Dans le but d'améliorer l'accès aux possibilités d'emploi, la Commission affiche maintenant les avis de postes vacants en ligne à l'adresse www.gov.pe.ca/jobs.

La Division des relations de travail a entrepris des activités dans bien des domaines au cours de la dernière année. La Section des systèmes et de l'administration a élaboré un plan de technologie de l'information pour la Commission de la fonction publique afin de l'aider à cerner les initiatives et priorités du domaine technologique. Le plan va aider la Commission à déterminer les améliorations technologiques à apporter aux services et les moyens à leur disposition.

En août 2000, nous avons offert un programme d'achat d'ordinateurs aux employés. Dans le cadre du programme, les employés pouvaient faire un emprunt à leur employeur à un taux d'intérêt fixe et rembourser le prêt au moyen de retenues sur la paye. Plus de 200 employés ont profité du programme.

En septembre 2000, la *Civil Service Superannuation Act* (Loi sur la pension de la fonction publique) a été modifiée afin d'offrir aux membres admissibles, ayant au moins 30 années de services validables et au moins 55 ans, la possibilité de se retirer sans pénalité.

Au chapitre de la négociation collective, les activités ont été nombreuses. Six ententes cadres dans le domaine de la santé, de l'éducation et des secteurs gouvernementaux ont fait l'objet d'une nouvelle négociation durant l'année. Au 31 mars 2001, une entente avait été conclue relativement à l'une de ces ententes cadres.

Dans le domaine de la classification, l'activité a continué d'être forte et le nombre d'appels interjetés par les employés a continué d'être élevé.

Les activités de la Division du renouvellement de la main-d'oeuvre ont également été nombreuses au cours de l'année. Un total de 999 employés et membres de famille ont utilisé le Programme d'aide aux employés. Les problèmes les plus fréquents étaient les difficultés conjugales et maritales, les conflits au travail, l'anxiété et les problèmes familiaux touchant les adolescents. Environ 3000 employés de la santé, de l'éducation et des secteurs publics ont assisté à des séances de gestion du stress.

Le Centre d'enseignement du français a continué d'offrir des cours de français aux employés des gouvernements fédéral et provincial dans le cadre d'un partenariat fédéral-provincial. Plus de 1 200 heures d'enseignement ont été dispensées à 250 employés. Un enseignement de base en français sur les capacités réceptives a également été offert à 250 employés dans le cadre de 25 séances de jour. Une journée de perfectionnement professionnel a été organisée pour les employés bilingues en collaboration avec Affaires acadiennes et francophones.

Le Centre de formation a créé et lancé un programme de leadership appelé « Pathways to Leadership » (Les chemins du leadership), en juin 2000, afin d'offrir des occasions de perfectionnement aux employés. Le Centre a organisé une conférence sur le leadership intitulée : « Linking People to Purpose » et a invité Robin Sharma comme conférencier d'honneur. Le Centre a collaboré avec d'autres organisations afin d'offrir des possibilités d'apprentissage telles que des conférenciers et l'initiative Quality and Pride. Le Centre de formation a également étendu les relations qu'il entretient en matière de formation et perfectionnement avec l'équipe de la haute direction, Accès Î.-P.-É., Santé Prince-Ouest et la Commission des accidents du travail.

Quelque 1 000 employés ont bénéficié d'une formation en santé et sécurité au travail dans des domaines spécialisés variés. La Section de la santé et de la sécurité au travail a effectué 80 inspections des lieux de travail touchant 680 employés d'équipes de travaux de voirie. Une enquête et un suivi ont également été menés en ce qui concerne 129 incidents de travail et incidents entraînant une perte de temps. Un dé pistage et un suivi audiométriques ont été assurés à 269 employés.

Le modèle de promotion de la santé dans l'entreprise de Santé Canada a été choisi comme outil pour faire l'essai d 'une initiative de mieux-être en milieu de travail. Six ministères ont accepté de participé au modèle et un comité de gestionnaires des ressources humaines a été créé afin de diriger le projet. La Division a également assuré une consultation et partagé les coûts pour des projets semblables entrepris avec le Conseil scolaire de l'Est et Santé King-Sud.

La Cérémonie des récompenses du premier ministre pour longs états de service s'est tenue le 9 juin 2000. Y ont été honorés 59 employés, pour 25 années de services continus, et 26 autres, pour 30 ans de services continus.

Le Programme des prix innovation des employés a reçu 24 nouvelles idées des employés qui portaient sur la façon d'améliorer le service, la sécurité et le mieux-être du milieu de travail ou encore de réduire les coûts. Sept suggestions soumises en 1998-1999 et neuf en 1999-2000 sont encore à l'étude. Des 24 nouvelles suggestions faites en 2000-2001, sept ont été rejetées et trois ont été appliquées. Deux de ces dernières ne comportaient pas de prime en argent, et la troisième en comportait. Les autres suggestions sont présentement à l'étude pour voir si elles peuvent être appliquées.

Les faits saillants présentés ici reflètent non seulement l'étendue et la variété des activités entreprises durant l'année, mais aussi l'atteinte des objectifs établis dans le plan stratégique par la Commission de la fonction publique de l'Î.-P.-É.

Les récipiendaires du prix du premier ministre pour longs états de services

Policy and Planning Division

The Policy and Planning Division is responsible for providing leadership in human resource planning, policy development, employment equity/ diversity and coordination of the Management Trainee Program.

Partnership With Departments

The Policy and Planning Division works in partnership with government departments in the planning, coordination and delivery of human resource services throughout government. A strong HR Managers Committee, with representation from government departments, has worked on a variety of human resource issues over the past year.

Corporate Human Resource Strategy

Within the past year, a Deputy Ministers Sub-Committee on Human Resources was established. The creation of this group has been instrumental in the increasing focus on human resources. The sub-committee developed human resource priorities within the context of a Corporate Human Resource Strategy that will be critical for government to address in order to effectively meet its goals.

The work being done by the sub-committee will further enhance the work of HR managers in HR planning and human resources generally.

The division partnered with Community and Correctional Services Division in the development of a Human Resources Plan.

The HR Managers Committee identified the need for training and development in the area of HR planning. In October, the HR Managers of Government and the Health Sector worked with the Public Service Commission to organize the Leadership Expo 2000 Conference that was viewed as a major success by the many human resource professionals and other leaders in the public and private sector who attended. Specific sessions focussed on HR planning, as well as other leadership issues.

The Policy and Planning Division worked with the HR Managers Committee to develop a Departmental Human Resource Planning Template to assist departments in establishing timely and effective HR plans.

Leadership Expo

A new *Age and Service Report* was developed within the Peoplesoft Human Resource Information System to assist departments with HR Planning.

The division assisted with the development of an RFP for a Supply and Demand Study of Occupational Groups Within the Health Sector, and is represented on the Advisory Committee of this project.

Policy Development

While resources continue to provide challenges to accomplishing all that needs to be done within human resources, some policy work was done in conjunction with the HR Managers group. Toward the end of the year, work commenced to revise the old Personnel Administration Manual. This work is seen as vital in providing guidance on many human resource issues.

Diversity and Employment Equity

A change to the *Civil Service Act* in June 1998, included "the development of a public service that is representative of the province's diversity" as one of the four purposes of the commission. The division provides leadership to the Provincial Diversity Committee, with representation from government departments, the Union of Public Sector Employees, designated groups and the Human Rights Commission.

During the year, nine temporary appointments were made by the commission to applicants from the designated employment equity groups, which include persons with disabilities, visible minority group members and Aboriginal people. Four temporary employees from the designated groups were appointed to permanent positions.

The commission partnered with Federal and provincial government departments in the Partners for Equity Program (PEP). This program provided funding for partnerships to further diversity and employment equity initiatives. The province was a partner in five separate initiatives that concluded during the past year.

The commission partnered with Heritage Canada, the federal Public Service Commission and the Provincial Diversity Committee on the Bringing Down the Barriers Project where research was completed on diversity and input was sought from local community organizations representing designated groups.

Diversity and Employment Equity Planning

Following up on this work, the commission made a presentation to the Strategic Planning Committee and obtained approval to develop a Diversity Policy. Work has progressed, with input from the Diversity Committee and community organizations, on the development of a draft policy to go back to Strategic Planning for their consideration.

During the year, the division partnered with each division of the commission to review areas of responsibility to ensure that services are inclusive and equitable to all.

Management Trainee Program

The Management Trainee Program provides developmental opportunities and placements throughout government for three Management Trainees, aimed at development of future leaders for the public service. During the past year, the trainees contributed significantly to departments where they were placed, as well as with projects which were assigned. Placements in the past year have been with Provincial Treasury, Health and Social Services, Agriculture and Forestry, Development and Technology and Intergovernmental Affairs.

The Management Trainees have been involved in formal leadership development programs through participation in the Foundation Program.

During the year, the program was further refined with the confirmation of leadership competencies to be developed within placements and the development of a format for supervisory feedback on performance during placements.

The quality of the work performed by the trainees in all placements has been acknowledged as being of a high level and is indicative of the competencies and motivation that recent grads bring to the workforce. The ability of the program to attract such highly skilled individuals is a positive sign as we move into a challenging time in recruitment.

Director's Forum

The division is involved in the coordination of the Director's Forum. The group meets on a bi-monthly basis and has had input and made representations on a number of human resource issues during the year. The past year has seen a significant increase in attendance and the forum is now valued as a key networking and communication mechanism within government. A number of informative sessions within the past year have been attended by directors and members of the Senior Management Team, with the highlight of the year being a luncheon with Premier Pat Binns.

Staffing Services Division

The Staffing Services Division provides leadership and service delivery to ensure that qualified, competent employees are selected for position vacancies by processes which are fair, consistent, equitable and perceived as such by employees and the public.

Staffing Process

When vacancies occur in government departments and health regions, job advertisements are developed and distributed. Applications are reviewed and processed in response to these advertisements. A Staffing Officer is assigned to each competition and works with employer representatives to establish a comprehensive selection process. Position analyses and evaluation criteria specific to the position being filled are developed to ensure the process is relevant. The selection board, comprised of employer representatives and a Staffing Officer, screen applications to determine which candidates are eligible and qualified for the competition. These candidates are then evaluated and appointments are made.

We continue to examine our staffing processes to ensure quality services to our clients. The process for temporary positions allows for devolution to departments and regions with the commission providing an advisory role. Job postings have been made available online at ***www.gov.pe.ca/jobs***.

Casual Conversion

The Casual Conversion Project began in March 1999 and ended in March 2001. Four hundred eighty-one positions were advertised and staffed through a competitive process; 306 positions were staffed through internal competition and the remaining 175 were advertised externally. This project was a major undertaking for the commission and the departments involved, with many positive outcomes for government and its employees.

Seasonal Hiring Centre

During its second year of operation, the Seasonal Hiring Center reviewed 2,880 applications and filled 178 job requisitions. This was a decrease in both applications and requisitions from the previous year. This decrease is to be expected as jobs only become available if employees do not return to their recall position.

Health Recruitment

As a result of the Nurse Recruitment and Retention Strategy, the Department of Health and Social Services made funds available for the Public Service Commission to hire a Nurse Recruiter as a trial project. The project was extremely successful, allowing for the planning of recruitment efforts and active recruitment of interested candidates. As a result of this trial, the role was expanded to one of Health Recruiter, allowing for more effective use of resources.

Statistics

The Staffing Services Division experienced a challenging and exciting year. There were significant increases in staffing activities because of casual conversion and health recruitment initiatives. Statistics on staffing activities are found in Appendix C-1.

Employee Relations Division

The Employee Relations Division contributes toward a well-managed, productive workforce through leadership and service in human resource management. To achieve this, the division is organized into four activity areas.

Employee Benefits

The Employee Benefits Section provides a centralized administrative location for Government's employee benefits programs. Services provided include financial management of the benefit programs; administration of pension programs to active and retired Government employees, Judges and MLAs; and administration of a centralized employee benefits budget.

In 1999, Employee Benefits contracted with Morneau Sobeco, leaders in the pension administration field, to provide access to their Pension Administration System. When fully operational, the system will enable more effective administration of the Civil Service Superannuation Fund.

During the past year, staff efforts continued to focus on the clean-up and transfer of member data from hard-copy files into the new system. The work took longer than originally planned resulting in revision to the date on which the system will be operational to October 2001. The system will provide Employee Benefits with a capability to provide faster turn-around times on calculations; but more importantly, it will provide an ability to produce annual pension statements for members of the Civil Service Superannuation Plan.

In August 2000, the *Civil Service Superannuation Act* (CSSA) and Regulations were changed to provide for the division of pension assets upon marriage breakdown.

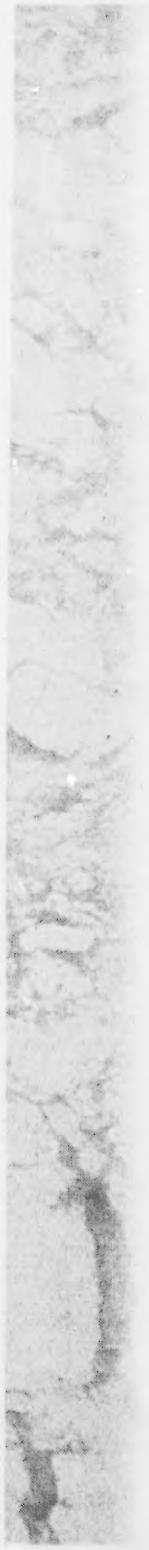
In September 2000, the CSSA was amended to provide eligible members, those with a minimum of 30 years of pensionable service and minimum age of 55, the opportunity to retire without penalty.

During the past year, approval was received and significant progress made toward winding-up of the Part-time Pension Plan. The assets and liabilities for the members of the Part-time Plan will be transferred to the CSSA or the Uniform Hospital Plan, depending on the current employer and other criteria. The CSSA also signed onto a multilateral Reciprocal Transfer Agreement with the other Civil Service Plans in the Atlantic Provinces.

Systems and Administration

Systems and Administration provides a variety of services to the Civil Service and Health Sectors and to the internal staff of the Public Service Commission. Services include management of the Civil Service payroll, Human Resources Management System for the Civil Service and Health Sector, advice and assistance on human resource technology initiatives, advice on administration of the collective agreement between Government and the Union of Public Sector Employees and Public Service Commission administration.

In August 2000, a computer purchase plan was offered to employees. This plan allows employees to borrow from the Employer at a set interest rate and repay the principal and interest through payroll deductions. This has proven to be a very popular offering to employees. In 2000, over 200 employees participated in the plan. This allows employees to remain current with technologies which are often utilized at the workplace.



The province of Manitoba proposed the creation of a National Council of Human Resource Systems Managers in 2000. The majority of jurisdictions across Canada including PEI now participate in this council allowing the opportunity of sharing of information among jurisdictions.

The Public Service Commission, as part of strategic planning, identified service improvements through the use of technology as a priority item. Work on an IT plan commenced in January 2001, to identify technology initiative goals and priorities. It is anticipated that the IT Plan document will be completed in July 2001, and will set priorities for the next three years.

Labour Relations

Labour Relations provides assistance to management on a wide spectrum of human resource issues, represents Treasury Board in Collective Bargaining within the Public Sector, provides for interpretation of Collective Agreements and education on modern labour relation practices.

Collective Bargaining between the International Union of Operating Engineers (IUOE) and the Health Negotiation Committee resulted in an agreement being signed on February 5, 2001.

Negotiations with the Union of Public Sector Employees and the Health Negotiation Committee commenced in June 2000. During the week of November 19, 2000, the parties reached an impasse. Following unsuccessful conciliation efforts, the Minister responsible for the *Labour Act* requested the parties appoint nominees for an arbitration panel.

Bargaining began with the Prince Edward Island Teachers Federation in March 2001.

Notice to bargain was received from the Union of Public Sector Employees for its Civil Service bargaining group. Negotiations are set to commence on April 25, 2001.

Classification Services

The role of Classification Services is to determine the relative worth of jobs. The section also provides advice on organizational design and comparative compensation. The work of classification services is fundamental to an equitably compensated workforce.

Classification services are provided for all positions in the Civil Service and Health sectors and to some occupational groups in the Education Sector. Other public sector organizations which regularly use the services are the Workers Compensation Board, and the PEI Business Development and Lending agencies.

The Classification Study for employees who are members of the Nurses Union was implemented in January 2000. The Review Process agreed to between the Health Negotiation Committee and Nurses Union took place in late January 2001.

The Classification Study for members of International Union of Operating Engineers (IUOE) in the Health Sector was implemented in June 2000. A grievance process was agreed to as part of the implementation agreement. Grievances were required to be submitted before December 15, 2000. Discussions are currently underway on the process to deal with the large number of grievances which were received.

An agreement to implement the Classification Study for Canadian Union of Public Employees (CUPE) - Transportation Group in the Education Sector was arrived at on April 10, 2000. An appeal process pursuant to the CUPE Collective Agreement was agreed as the mechanism for appeal. Appeals by the School Bus Drivers and Mechanics were heard on March 7, 2001.

The Property Maintenance Group (School Custodians and Maintenance staff) represented by CUPE, was reviewed by the Public Service Commission. The employers and the union completed discussions on implementation of the results in January 2001.

Workforce Renewal Division

The Workforce Renewal Division continues to contribute to the building of a healthy, creative work environment through the delivery of programs that foster leadership development, personal growth, individual well-being and safe, productive worksites.

Employee Assistance Program

EAP is committed to working with clients to ensure individual and workplace health and well-being. EAP continues to balance providing individual and workplace services for the public sector employees within the Civil Service, Regional Health Authorities and Regional School Boards.

In terms of how employees learned about the program, 30 per cent learned from their supervisors and 20 per cent learned from a friend/co-worker. Approximately 75 per cent contacted the office on their own to set up an appointment.

During the past year, 999 employees/ family members accessed individual service at EAP. Employees seeking assistance have a variety of issues. For the combined public sector worksites the most frequent issues in the past year were: marital/partner issues - 19.2 per cent; job conflict - 15 per cent; anxiety - 10.8 per cent; and family/adolescent problems - 9.3 per cent.

While 31.2 per cent of employees accessing EAP stated their issues have not impacted work, 26.2 per cent stated the quality/quantity of work was impacted - 20.2 per cent felt job conflict and 15.1 per cent stated their attendance was impacted.

The second component of EAP is in providing stress management seminars in the worksites. A variety of workshops on stress were developed with approximately 3,000 employees accessing the service (see below). These were offered across the province in worksites and at various conventions/wellness days.

Stress Management Seminars Held

Health	25
School Board	18
Civil Service	19

During the past year EAP staff worked closely with other sectors within the Workforce Renewal Division to facilitate discussions on personal/worksite wellness. There continues to be much interest by employees in all worksites in self care as a way of managing stress and maintaining health.

French Language Training Centre

The federal/provincial partnership providing French language training to public servants from both levels of government through the French Language Training Centre in Charlottetown continues to solidify and grow.

During the year the province again contracted with the Public Service Commission of Canada to deliver full-time French language training to a group of federal public servants. The province hired and managed the teachers who delivered the program.

A complete array of evening programs was again offered to combined groups of provincial and federal government employees over two semesters in several locations across the Island. About 250 employees from both provincial and federal governments were enrolled over both semesters and they received over 1,200 hours of instruction.

In addition, the centre provided 25 daytime sessions to 250 front-line staff in the use of basic reception skills for greeting the French-speaking public.

A number of daytime courses were also offered to bilingual employees wishing to refresh their writing skills in French and finally, the centre participated with Acadian and Francophone Affairs in organizing a successful professional development day for bilingual employees.

The Learning Centre

The Learning Centre continues to provide quality learning and development opportunities to Prince Edward Island provincial public servants by "inspiring the potential in people through leadership and learning."

During the past fiscal year, The Learning Centre consultants designed and delivered customized workshops and interventions to 2,379 participants over 110 training days. In addition, 1,212 employees participated in The Learning Centre's pre-scheduled workshops from April 1, 2000 to March 31, 2001.

In response to meeting the ever-changing demands of the PEI public service and the internal demographic realities of our service, the Learning Centre developed and launched a leadership program entitled Pathways to Leadership in June 2000. The Pathways to Leadership initiative provides learning and development opportunities for aspiring leaders through the Foundation Pathway. Current managers and supervisors can upgrade their skills through the Enhancement Pathway. The Open Pathway is available to all provincial public service employees with the desire to improve their personal leadership skills and knowledge. These and other Learning Centre programs are available online at ***www.gov.pe.ca/learning***.

As part of the Pathways to Leadership and the special speakers series, Ian Percy and Denise Bissonette presented their leadership skills and expertise to PEI public service employees.

The Learning Centre is pleased to provide learning opportunities in collaboration with other organizations. Partnerships resulted in the following events and special speakers: Ian Percy; Bob Chartier – The Tool Man; and Quality and Pride in the Public Service.

The Learning Centre undertook several other initiatives during the past year. Of note was the coordination of the leadership conference, **Linking People to Purpose** with Robin Sharma as keynote speaker, in October 2000. As well, the Learning Centre entered into extended development and training relationships with the provincial public service Senior Management Team, Access PEI, West Prince Heath and the Workers Compensation Board. The intent is to work with teams within these organizations and to effect positive change in the working environments. To date, the results have been very encouraging. It is hoped that this working model will be the basis for the centre's work in the future.

Occupational Health and Safety Program

The OHS Program, supported by the Government of PEI and the Union of Public Sector Employees through a Joint Management/Union Advisory Committee, continues to stimulate a commitment to safety among employees and workstations. October 2000 marked 10 years since the creation of the program.

The Occupational Health and Safety Program provides direct occupational health and safety services to employees and managers of the Civil Service. These services include group and individual training on Workplace Hazardous Materials Information System, workplace inspections, fall protection, ergonomics, OHS Committee training, back care and other health and safety matters.

By investigation of accidents, providing training and resources and staying current on OHS issues, the staff take a proactive role in keeping civil service workplaces safe.

Approximately 1,000 employees received training and the Program's Safety Officer completed 80 workplace inspections (680 employees) on highway sites where road crews were working.

One hundred twenty-nine incidents and 97 time-loss accidents required investigation and followup with the employees, supervisors, managers, WCB case managers and department OHS personnel. Time-loss accidents require regular followup until the employees have returned to the workplace. Information on incidents/accidents is recorded to provide departments and OHS Program staff with a tool to monitor trends and identify areas of concern.

Air-quality and noise-level monitoring, assessments and recommendations for safe and comfortable office ergonomics, hearing testing, policy development and consultation for the provincial health regions are directed at maximizing safety and well-being in the workplace. Two hundred sixty-nine hearing tests were conducted on employees in potentially high-noise-level occupations or work sites.

Rehabilitative and career counselling services were provided to employees and former employees who received LTD benefits.

The OHS Program assisted in organizing the Whole Life Expo which was offered through the Learning Centre and the annual UPSE/PSC Occupational Health and Safety Conference.

Conferences, training seminars and OHS publications are the avenues used to maintain awareness of current OHS issues which enables program staff to be a knowledgeable resource for employees. Training modules are developed and updated to reflect new research or changes in standards, guidelines or the *Occupational Health and Safety Act* and Regulations. A video library and pamphlets and posters on various health and safety topics are available to employees and department personnel.

Workplace Wellness

The Workplace Wellness project is a new initiative of the Workforce Renewal Division of the PEI Public Service Commission.

Beginning in July 2000, the division recruited a Wellness Consultant to begin researching the area of workplace wellness and to identify a model which could be used to pilot a workplace wellness initiative for Government employees.

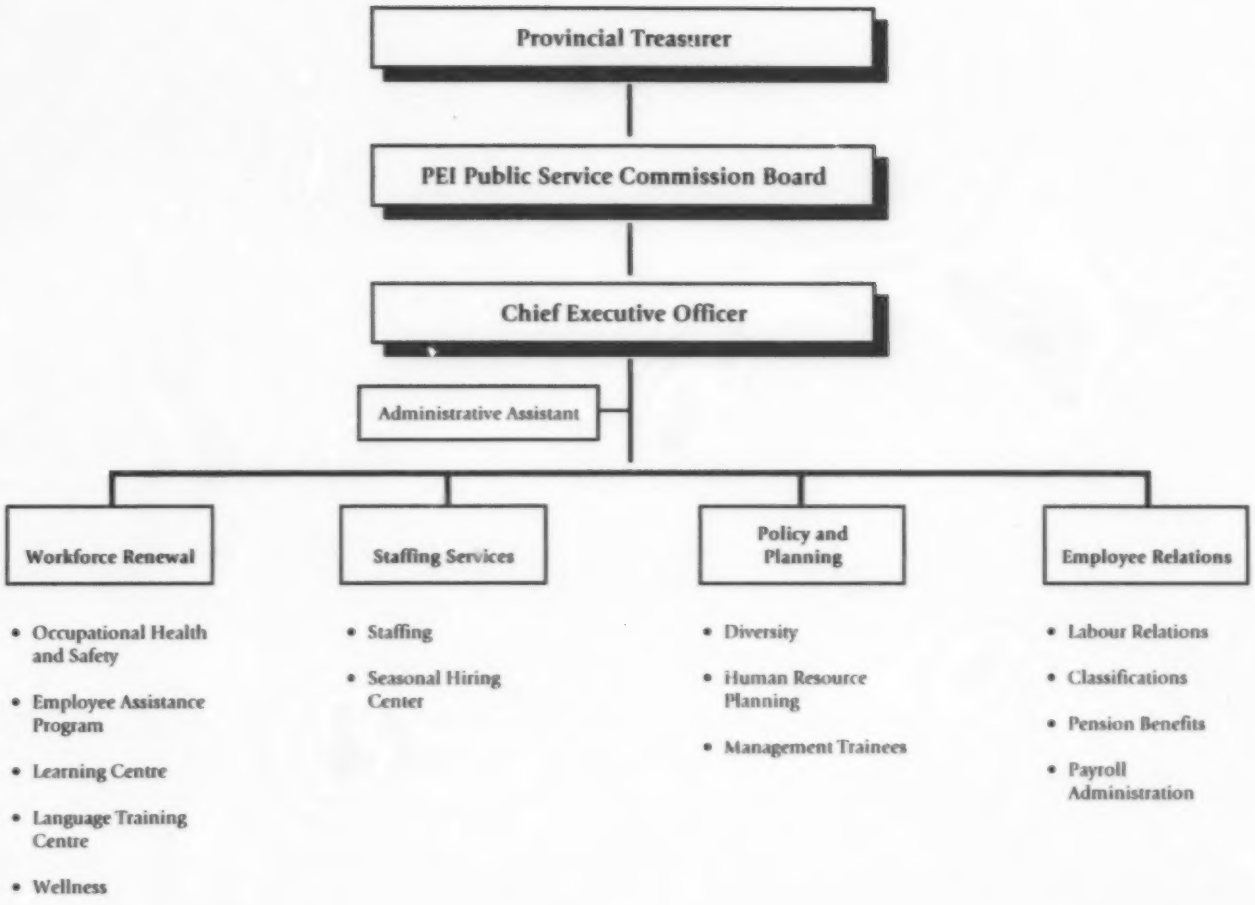
As a result of a presentation made to the PEI Government Senior Management Team on January 4, 2001, six departments agreed to participate in a Workplace Wellness Pilot, utilizing the Health Canada, Corporate Health Model. The participating departments included Agriculture and Forestry; Education; Fisheries, Aquaculture and Environment; Tourism; Provincial Treasury and the Public Service Commission.

Committees from each of the six participating departments along with a committee of HR managers were established to assist the Workforce Renewal Division in providing direction for the project.

Plans to conduct a confidential Employee Needs Assessment were finalized and scheduled to take place in May 2001.

The division also participated in a consultative and cost-sharing role for similar workplace wellness projects with the Eastern School District and Southern Kings Health. Amendments proclaimed December 20, 2000, to the PEI *Occupational Health and Safety Act* will have an impact on the program in the coming year; the main one being the time involved in meeting the more stringent requirements for OHS committees and representatives.

Organizational Chart



Appendix A – Public Service Commission Budget

Public Service Commission
Expenditure by Division

	Unaudited Actual 2000/01	Budget *Revised* 2000/01	Budget Estimate 2000/01
Management			
Administration	$ 57,827	$ 46,900	$ 27,900
Equipment	21,611	12,600	12,600
Materials and Supplies	42,011	9,500	3,100
Professional and Contract Services	1,009,393	1,105,500	1,099,400
Salaries	553,286	578,300	543,700
Travel and Training	27,089	26,100	45,700
Grants	10,000	12,700	30,000
	$ 1,721,217	**$1,791,600**	**$ 1,762,400**
Employee Benefits			
Administration	$ 6,808	$ 11,300	$ 11,300
Equipment	600	1,600	1,500
Materials and Supplies	645	5,200	5,200
Professional and Contract Services	0	5,000	5,000
Salaries	256,069	257,000	257,100
Travel and Training	4,445	4,500	4,500
	$ 268,567	**$ 284,600**	**$ 284,600**
Personnel Services			
Administration	$ 13,387	$ 11,100	$ 4,200
Equipment	1,239	1,000	1,000
Materials and Supplies	6,189	2,700	4,000
Professional and Contract Services	722,119	722,200	709,300
Salaries	339,825	351,000	371,700
Travel and Training	15,254	13,600	14,200
	$ 1,098,013	**$1,101,600**	**$ 1,104,400**

	Unaudited Actual 2000/01	Budget *Revised* 2000/01	Budget Estimate 2000/01
Classification			
Administration	$ 1,457	$ 1,100	$ 4,600
Equipment	4,508	500	1,500
Material and Supplies	333	400	2,000
Salaries	276,582	259,300	276,200
Travel and Training	3,243	3,200	4,500
	$ 286,124	**$ 264,500**	**$ 288,800**
Learning Centre			
Administration	$ 66,576	$ 51,700	$ 11,100
Equipment	960	1,400	2,900
Materials and Supplies	8,151	8,600	4,800
Professional and Contract Services	28,071	14,200	0
Salaries	311,919	320,400	356,900
Travel and Training	9,276	13,600	67,200
	$ 424,953	**$ 409,900**	**$ 442,900**
Employee Assistance Program			
Administration	$ 18,585	$ 17,600	$ 17,200
Equipment	2,820	2,100	2,500
Materials and Supplies	1,443	3,700	5,300
Professional and Contract Services	114	0	0
Salaries	161,921	163,100	192,900
Travel and Training	9,020	9,600	8,000
	$ 193,903	**$ 196,100**	**$ 225,900**

	Unaudited Actual 2000/01	Budget *Revised* 2000/01	Budget Estimate 2000/01
Occupational Health and Safety			
Administration	$ 4,928	$ 5,100	$ 5,100
Equipment	5,545	2,500	2,500
Materials and Supplies	3,637	3,700	5,700
Professional and Contract Services	2,649	4,800	15,000
Salaries	126,021	134,100	134,100
Travel and Training	16,041	19,100	11,900
	$ 158,821	**$ 169,300**	**$ 174,300**
Staffing			
Administration	$ 18,585	$ 16,100	$ 18,000
Equipment	3,014	1,600	2,300
Materials and Supplies	70,614	63,500	42,700
Professional and Contract Services	5,480	0	0
Salaries	830,963	783,300	769,600
Travel and Training	13,802	13,100	12,500
	$ 942,458	**$ 877,600**	**$ 845,100**
Language Training			
Administration	$ 10,144	$ 10,700	$ 10,000
Materials and Supplies	1,787	2,200	3,000
Professional and Contract Services	100	100	0
Salaries	212,381	210,800	231,400
Travel and Training	1,922	10,000	10,000
	$ 226,334	**$ 233,800**	**$ 254,400**
Total PSC Expenditures	**$ 5,320,389**	**$5,329,000**	**$ 5,382,800**

Public Service Commission
Revenue

	Unaudited Actual 2000/01	Budget Estimate 2000/01
Federal		
French Services Agreements	$103,560	$106,700
Total Federal Revenue	**$103,560**	**$106,700**
Provincial		
Recoverable Pension Costs	$187,681	$201,200
Health Services Contracts	$593,229	$581,300
Sales and Miscellaneous	$112,039	$102,600
Total Provincial Revenue	**$892,949**	**$885,100**
Total Revenue	**$996,509**	**$991,800**

Public Service Commission
Other Expenditure Budgetary Responsibility

The Employee Benefits budget is approved by the Legislative Assembly under separate appropriation vote and is administered by the Public Service Commission.

	Unaudited Actual 2000/01	Budget *Revised* 2000/01	Budget Estimate 2000/01
Employee Benefits			
Medical/Life Benefits	$ 431,647	$ 597,000	$ 597,000
Employee Future Benefits	1,709,119	1,812,000	1,398,800
Government Pension Contribution	7,767,894	7,821,100	7,800,100
Retirement Benefits	0	0	434,200
Pension Management	80,167	172,100	172,100
Total Employee Benefits	**$9,988,827**	**$10,402,200**	**$10,402,200**

Medical/Life Benefits account primarily covers Government's share of premiums for the $5,000 retiree death benefit and premiums for various benefits for employees on leave without pay.

Note: This account is comprised mainly of:

- $50,000 annually is paid to the Public Sector Group Insurance Plan as the employer's share of the retiree death benefit of $5,000;
- employer's share of life/health/dental premiums for employees on leave without pay.

Employee Future Benefits account covers the annual accural adjustment of the total liability for:

- retirement/severance/service gratuities for Civil Service, (includes Senior Compensation Plan members and Members of the Legislative Assembly);
- supplemental pensions for Judges, Senior Compensation Plan members and Members of the Legislative Assembly;
- Worker's Compensation and outstanding vacation pay for Civil Service;
- Death Benefits for MLAs; and
- any administrative costs associated with these benefits that are not covered under the accruals.

Government Pension Contribution is required for the annual pension matching of active Civil Servants and active Members of the Legislative Assembly (MLA).

Retirement Benefits expenditures are included under the Employee Future Benefits.

Public Service Commission Financial Summary

	Unaudited Actual 2000/01	Budget *Revised* 2000/01	Budget Estimate 2000/01
Expenditure by Division			
Management	$ 1,721,217	$ 1,791,600	$ 1,762,400
Employee Relations	1,652,703	1,650,700	1,677,800
Staff Development	1,004,011	1,009,100	1,097,500
Staffing	942,458	877,600	845,100
Total PSC Expenditures	**$ 5,320,389**	**$ 5,329,000**	**$ 5,382,800**
Other Budgetary Responsibilities			
Employee Benefits	$ 9,988,827	$ 10,402,200	$ 10,402,200
Revenue			
Federal Sources	103,560	106,700	106,700
Provincial Sources	892,949	885,100	885,100
Total Revenue	**$ 996,509**	**$ 991,800**	**$ 991,800**

Civil Service Establishment

Department /Agency	Exec Division	Classified Division								Casual Divison	Total All Divisions
		Employees					Vacant Positions				
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total	
Agriculture and Forestry	1	135	13	42	0	190	8	7	15	34	240
Attorney General	0	208	38	53	0	299	21	10	31	99	429
Auditor General	1	11	4	0	0	15	4	0	4	0	20
Community and Cultural Affairs	1	96	12	26	0	134	14	2	16	46	197
Development and Technology	1	51	6	7	0	64	8	4	12	20	97
Education	1	51	12	3	0	66	9	0	9	71	147
Employment Development Agency	0	4	1	3	0	8	4	2	6	2	16
Executive Council	4	0	9	0	0	9	5	2	7	7	27
Fisheries Aquaculture and Environment	2	64	7	15	0	86	8	2	10	8	106
Health and Social Services	2	102	21	10	0	133	21	1	22	42	199
Liquor Control Commission	1	88	4	6	0	98	21	16	37	70	206
Provincial Treasury	1	175	31	1	0	207	23	0	23	48	279
Public Service Commission	1	0	47	0	6	53	5	1	6	22	82
Tourism	1	44	6	48	0	98	9	9	18	5	122
Transportation and Public Works	1	386	16	120	0	522	93	99	192	220	935
Total at March 2001	18	1415	227	334	6	1982	253	155	408	694	3102
Total at March 2000	18	1338	243	216	3	1820	345	258	603	836	3268
Difference From Last Year	0	77	-16	118	3	162	-92	-103	-195	-142	-166

Legend: FT = Full-time EXL FT = Excluded Full-time PT = Part-time EXL PT = Excluded Part-time

Appendix B-2 – Length of Service Profile

Classified Division, Full-time and Part-time
March 31, 2001

Service	Male	Female	Total	Percentage of Total
0 - 4 years	316	182	498	25.1%
5 - 9 years	90	114	204	10.3%
10 - 14 years	257	214	471	23.7%
15 - 19 years	121	107	228	11.5%
20 - 24 years	175	98	273	13.8%
25 - 29 years	127	87	214	10.8%
30 - 34 years	55	30	85	4.3%
Over 35 years	4	5	9	0.5%
Total	**1,145**	**837**	**1,982**	**100.0%**
Average years service	13.8	13.7	13.9	

Appendix B-3 – Age Profile

Classified Division, Full-time and Part-time
March 31, 2001

Age	Male	Female	Total	Percentage of Total
Under 25	5	6	11	0.6%
25 - 29	37	31	68	3.5%
30 - 34	84	74	158	7.8%
35 - 39	130	134	264	13.3%
40 - 44	212	170	382	19.3%
45 - 49	234	165	399	20.1%
50 - 54	237	175	412	20.8%
55 - 59	140	61	201	10.2%
60 - 64	61	19	80	4.0%
Over 65	5	2	7	0.4%
Total	**1,145**	**837**	**1,982**	**100.0%**
Average Age	46.7	44.9	45.9	

Appendix B-4 – Departmental Profile

Classified Division, Full-time and Part-time
March 31, 2001

Department	Male	Female	Total
Agriculture and Forestry	120	70	190
Attorney General	152	147	299
Auditor General	8	7	15
Community and Cultural Affairs	57	77	134
Development and Technology	11	53	64
Education	25	41	66
Employment Development Agency	4	4	8
Executive Council	1	8	9
Fisheries, Aquaculture and Environment	55	31	86
Health and Social Services	30	103	133
Liquor Control Commission	61	37	98
Provincial Treasury	110	97	207
Public Service Commission	12	41	53
Tourism	53	45	98
Transportation and Public Works	446	76	522
Total	**1,145**	**837**	**1,982**

Appendix B-5 – Separations

Classified Division
April 1, 2000 - March 31, 2001

Reason	Male	Female	Total
Retirement	28	10	38
Resigned	12	5	17
Dismissal	0	0	0
Deceased	3	0	3
Lay-off	2	0	2
Total	**45**	**15**	**60**

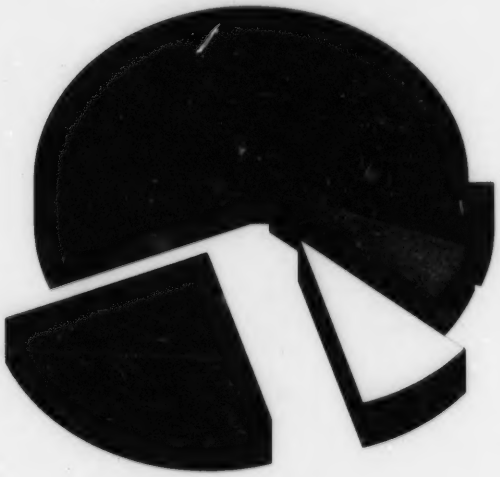
Appendix C-1 – 2000-2001 Staffing Statistics

	Government	Health Sector	Total
Internal Competitions	330	1,149	1,479
Open Competitions	140	242	382
Total Competitions	**470**	**1,391**	**1,861**
Competition Applicants	4,805	8,075	12,880
Applicants Interviewed	1,912	6,277	8,189
Permanent Appointments	382	714	1,096
Temporary and Casual Appointments	134	656	790
Total Appointments	**516**	**1,370**	**1,886**

Appendix C-2 – Offers of Employment by Location

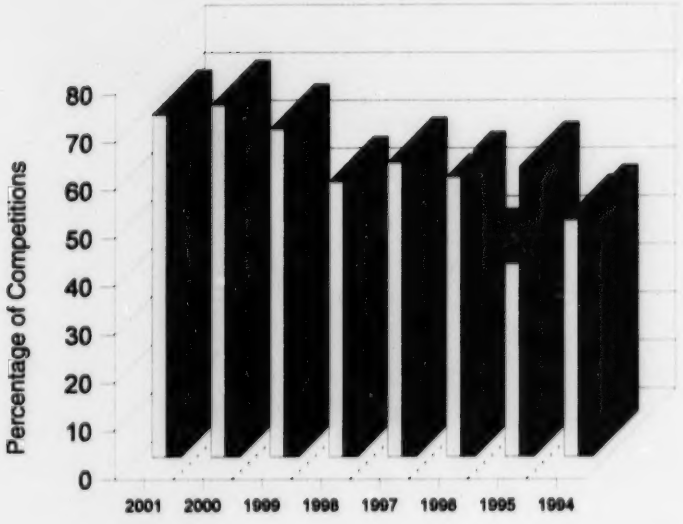
Health Sector

	Sector	Offers
	Queens	770
	East Prince	323
	West Prince	125
	Southern Kings	76
	Eastern Kings	76
	Total	1,370



Appendix C-3 – Percentage of In-service Versus Out-of-service Competitions

	In-Service	Out-of-Service
2001	71%	29%
2000	73%	27%
1999	68%	32%
1998	57%	43%
1997	61%	39%
1996	58%	42%
1995	40%	60%
1994	49%	51%



Appendix D – 2000-2001 Classification Report

Location	Positions Classified
PEI Civil Service	258
Health Regions*	89
Enterprise PEI	0
Food Technology Centre	2
Education Sector	
Regular	8
Custodians Study	150
Bus Drivers/Maintenance Group Study	310
Workers Compensation Board	31
Other	4
Total	**852**

*Significant work was completed in relation to the appeals and grievances as a result of the implementation of classification studies for employees of the Health regions represented by the Nurses Union and the International Union of Operating Engineers.